



Houston Pilots modernizes their ERP software platform

Optimum and 3coast Services parented to design and implement of a modern and robust Dispatch and Billing software solution for the client.

Organization

Houston Pilots

Website

<http://houston-pilots.com>

Industry

Transportation-Maritime

Country

United States

Challenges

An outdated dispatch and billing system kept the client from realizing optimal user experience, fulfilling the business requirements and needs which then was inhibiting the client from executing optimized dispatch and billing processes.

Optimum's Involvement

Optimum designed and developed a Robust, Integrated, Scalable, and Modern Software Solution that meets the business needs and requirements of the Houston's Pilots staff and customers while utilizing the latest and greatest technologies in software design and development.

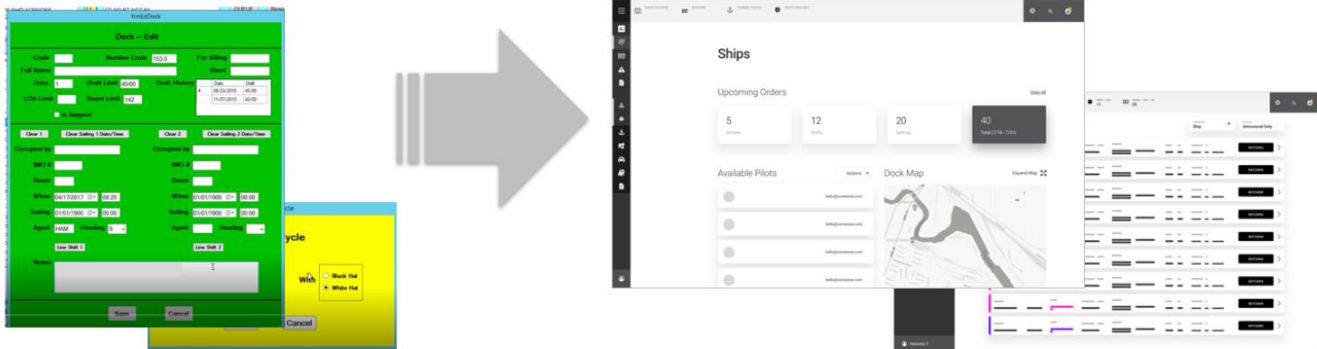
Deliverables

A modern-day ERP (dispatch and billing) solution utilizing new technologies (such as Mobile capabilities, Cloud backend, and secured authentication).

A user-friendly user interface and enhanced user experience (UX/UI).

Multiple new features and enhancements added.

Implementing modern software to enhance transportation at the Port of Houston



One of Optimum’s business partners, 3coast Services, engaged Optimum to design and develop a robust, integrated, and modern ERP (Dispatching and Billing) Software Solution for the Houston Pilots that would fully meet their business needs and requirements, while utilizing modern technologies and backend infrastructure design.

The legacy applications that supported the Houston Pilot’s operations were written in old technologies that lacked visually appealing and optimized UX/UI.

The Optimum Team started the project by conducting a Discovery & Define phase, in which the business and system requirements of the new software solution were defined and documented. Then the new UX/UI designs were developed, utilizing modern wireframing and prototyping techniques.

Optimum also documented the software application’s personas/target audience, highlighting their demographics, behaviors, needs, and motivations.

Interviews and workshops with the key stakeholders and application users were conducted to understand and map the User Journey and define the optimal user experience and software product strategy.

Usability testing followed to refine and adjust the UX/UI designs as needed, in order to maximize software usability and efficiency.

Key UX/UI deliverables included:

- Research/User Profiling
- Wireframing
- Visual Design
- Interaction Design
- Prototyping
- Front-end Development & Integration

Optimum then designed and developed the new and integrated Dispatching and Billing application while migrating various data sources into a centralized data warehouse and establishing nightly ETLs to keep the data updated.

About Optimum

Optimum is a modern Software Solutions and Services firm, transforming businesses through the power of People, Technology, and Automated Processes.

By utilizing our expertise and experience in strategic planning, process optimization, and innovative technologies, our clients gain clarity and productivity, reduce operational and labor costs, ensure compliance, and enable business automation and transformation.

Optimum offers a full suite of software services and solutions, including Custom Software Design and Development, Business Advisory Services, Business Process Automation, Systems Integration, Business Intelligence and Analytics, Work Management and Collaboration Solutions, IT Project Management and Business Analysis, and Staff Augmentation. Learn more by visiting www.optimumcs.com.

Product or service names mentioned herein may be the trademarks of their respective owners.